

[00277]

THAT WHICH IS CLAIMED:

1. A provisioning system comprising:

an interactive voice response system (IVR) interfacing with a telephone network capable of receiving a call and recognizing either DTMF tones or speech as input, the IVR capable of receiving either a telephone number delivered by the telephone network associated with the call or input provided by a caller corresponding to the telephone number, the IVR providing announcements to the caller pertaining to provisioning cable services, the IVR accepting service related input data to provision a service provided on a cable system for a cable subscriber, the IVR generating a first provisioning message including the telephone number of the caller and service related input data;

a communication network operatively connected to the IVR capable of receiving the first provisioning message and conveying the first provisioning message;

a billing system operatively connected to the communication network receiving the first provisioning message, the billing system generating a second provisioning message; and

an enhanced services system operatively connected to the billing system capable of receiving the second provisioning message, the enhanced services system identifying a host associated with the cable subscriber based on the second provisioning message, the enhanced services system further determining a host type associated with the host.

2. The system of claim 1 wherein the second provisioning message contains a cable subscriber identifier and a service selection identifier.

3. The system of claim 1 wherein the second provisioning message further contains a host identifier and the service related input data.
4. The system of claim 1 wherein the service related input data includes a host identifier.
5. The system of claim 1 wherein the host type comprises an identifier associated with both a host manufacturer and a model of the host manufacturer.
6. The system of claim 1 wherein the host type comprises a first identifier associated with a host manufacturer and a second identifier associated with a model of the host manufacturer.
7. The system of claim 1 wherein the enhanced services system generates a third provisioning message to a cable system headend.
8. The system of claim 7 wherein the third provisioning message initializes or activates a host.
9. A provisioning system comprising:  
an interactive voice response system (IVR) interfacing with a telephone network capable of receiving a call and recognizing either DTMF tones or speech as input, the IVR capable of receiving either a telephone number delivered by the telephone network associated with the call or input provided by a caller corresponding to the telephone number, the IVR providing

announcements to the caller pertaining to provisioning cable services, the IVR accepting service related input data to provision a service provided on a cable system for a cable subscriber and generating a first provisioning message including the telephone number of the caller and service related input data;

a communication network operatively connected to the IVR capable of receiving the first provisioning message and conveying the first provisioning message; and

an enhanced services system operatively connected to the communication network receiving the first provisioning message, the enhanced services system identifying a host associated with the cable subscriber based on the first provisioning message, the enhanced services system further determining a host type associated with the host.

10. The system of claim 9 wherein the host type comprises an identifier associated with a host manufacturer and further associated with a host model of the host manufacturer.

11. The system of claim 9 wherein the host type comprises a first identifier associated with a host manufacturer and a second identifier associated with a host model of the host manufacturer.

12. The system of claim 9 wherein the first provisioning message further includes a service identifier associated with a billing code.

13. The system of claim 9 wherein the enhanced services system is capable of generating a host-specific configuration message to the host, wherein the host is connected to the cable system.

14. The system of claim 9 wherein the enhanced services system is capable of generating an initialization command to the host.

15. The system of claim 9 further comprising:

a billing system operatively connected to the enhanced service system, capable of receiving a second provisioning message generated by the enhanced service system.

16. The system of claim 15 wherein the second provisioning message includes a billing code.

17. The system of claim 9 wherein the IVR recognizes speech input and generates the telephone number.

18. A provisioning system comprising:

an interactive voice response system (IVR) interfacing with a telephone network capable of receiving a call from a cable subscriber and caller identification signals associated with the call, the IVR capable of generating a first provisioning message having a first message format;

a communication network operatively connected to the IVR capable of receiving the first provisioning message and transmitting the first provisioning message; and

a first enhanced services system operatively connected to the communication network capable of receiving the first provisioning message and identifying a host type associated with the cable subscriber based on the first provisioning message, the first enhanced services system identifying a host file associated with the host type, the first enhanced services system capable of

generating a second provisioning message based in part on the first provisioning message and the host file.

19. The system of claim 18 wherein the caller identification signals are one from the group of DTMF signals provided by the caller, automatic number identification signals provided by a telephone service provider, or speech input provided by the caller in response to a speech prompt.

20. The system of claim 18 wherein the first provisioning message contains both a subscriber identifier associated with the cable subscriber and a cable service identifier.

21. The system of claim 18 wherein the host type comprises an identifier associated with a host manufacturer and the identifier is further associated with a model of the host manufacturer.

22. The system of claim 18 further comprising:

a provisioning server gateway, operatively connected to the communication network, capable of receiving the first provisioning message, the provisioning server gateway modifying the first message format to a second message format, the provisioning server generating the first provisioning message with the second message format.

23. The system of claim 18 further comprising:

a second enhanced services system operatively connected to the communication network, the IVR directing the first provisioning message to the first or second enhanced services system based in part on the caller identification signals.

24. The system of claim 18 further comprising:

a second enhanced services system operatively connected to the communication network, the second enhanced service system capable of receiving the first provisioning message; and

a provisioning server gateway operatively connected to the communication network, the provisioning server gateway receiving the first provisioning message and routing the first provisioning message to either the first or the second enhanced services system based in part on the caller identification signals.

25. The system of claim 18 further comprising:

a billing system operatively connected to the enhanced service system capable of receiving a third provisioning message generated by the enhanced services system wherein the third provisioning message includes a cable subscriber identifier.

26. The system of claim 25 wherein the third provisioning message includes a billing code.

27. A provisioning system comprising:

a call center interfacing with a telephone network capable of receiving a call from a cable subscriber and caller identification signals, the call center generating a first provisioning message

having a first message format, the first provisioning message indicating service data associated with a cable service to be provisioned; and

an enhanced services system operatively connected to the call center capable of receiving the first provisioning message, the enhanced services system determining a cable subscriber based on the first provisioning message, a host type associated with the cable subscriber, and a host file associated with both the host type and the service data, the enhanced services system capable of generating a second provisioning message based in part on the first provisioning message and the host file.

28. The system of claim 27 wherein the service data comprises a billing code.

29. The system of claim 28 wherein the billing code is associated with a digital video programming service or a telephony-over-cable service.

30. The system of claim 27 wherein the service data comprises at least one of a host identifier or a conditional access module identifier.

31. The system of claim 27 wherein the service data comprises a transaction reference number.

32. The system of claim 27 further comprising:

a cable headend, operatively connected to the enhanced services system capable of receiving the second provisioning message and transmitting the second message over a cable network; and

a host operatively connected to the cable network, the host associated capable of receiving the second provisioning message.

33. The system of claim 27 wherein the second provisioning message is either a host-specific configuration message or a host-specific command message.

34. The system of claim 27 wherein the second provisioning message is dynamically determined in part using a host protocol file and the service data.

35. The system of claim 27, further comprising:

a billing system, operatively connected to enhanced services system, the billing system capable of receiving a third provisioning message generated from the enhanced services system.

36. The system of claim 27, further comprising

a billing system operatively connected to the call center, capable of receiving the first provisioning message, the billing system processing the first provisioning message by altering the first message format to produce a second message format and providing the first provisioning message with the second format to the enhanced services system.



37. The system of claim 27 where the call center is operated by a customer service agent of a cable service provider.

38. The system of claim 27 wherein the second message generated configures an enhanced service in a host using a host-specific message defined in part by a host protocol file.

39. The system of claim 27 wherein the host is capable of receiving the configuration message over a cable network using one from the group of DOCSIS-based channel, in-band channel or out-of-band channel.

40. A system for provisioning a service comprising:

a computer operatively connected to a communications network; capable of displaying cable service options and receiving service related input data from a user, the computer capable of generating a first provisioning message with a first format including the service related input data; and

an Internet Service Provisioning Gateway (IPSG) operatively connected to the communications network, capable of hosting a web site providing the cable service options to the computer and receiving the first provisioning message, the IPSG capable of generating a second provisioning message having a second format including the service related input data, a user identifier, and a host identifier to an enhanced services system (ESS) operatively connected to the IPSG.

41. The system of claim 40 wherein the second provisioning message further includes a host identifier.
42. The system of claim 40 wherein the second provisioning message further includes a conditional access module identifier.
43. The system of claim 40 wherein the ESS is capable of receiving the second provisioning message, the ESS selecting a host file associated with a host type, the host type determined in part by the host identifier, the host file further associated with the service related input data.
44. The system of claim 43 wherein the host file contains a configuration message associated with the host type, the configuration message further associated with a service identified by the service related input data.
45. The system of claim 40 wherein the ESS is capable of generating a legacy based command to a cable headend.
46. The system of claim 45 wherein the legacy based command initializes a host.
47. The system of claim 40 wherein the ESS is capable of generating a third provisioning message that is received by a host on a cable network.

48. The system of claim 40 wherein the IPSP is operatively connected to a location serviceability database.

49. The system of claim 48 wherein the location serviceability database receives location data associated with the user and selects at least one cable system provider based on the location data.

50. The system of claim 40 wherein the IPSP is capable of selecting one of a plurality of ESSs operatively connected to the IPSP, the selection determined in part on data received from the computer.

51. A system for provisioning a service in a cable system comprising:

a computer operatively connected to the Internet and capable of accessing a web site; the computer capable of displaying service options and receiving service related input data from a cable subscriber;

an Internet Service Provisioning Gateway (IPSP) operatively connected to the Internet, capable of hosting the web site, the web site providing cable service data to be displayed on the computer, the IPSP receiving from the computer both service related input data and cable subscriber location data, the IPSP generating a first provisioning message having a first format including the cable subscriber location data; and

a serviceability database operatively connected to the IPSP to receive the first provisioning message, the serviceability database containing a plurality of cable service provider location data and a plurality of cable service provider identifiers wherein each cable service

provider identifier is further associated with at least one host type identifier, the serviceability database capable of receiving the cable subscriber location data and selecting a cable service provider identifier, the serviceability database further capable of generating a second provisioning message including at least one cable service provider identifier and at least one associated host type identifier.

52. The system of claim 51 wherein the enhanced services system is operatively connected to the IPSP and receives a third provisioning message containing the service related input data, the ESS further receiving a subscriber identifier and selecting a host file based in part on the host type identifier and the service related input data, the ESS generating a configuration message to a host, wherein the configuration message is derived from the host file.

53. The system of claim 51 wherein the ESS further authenticates the third provisioning message received from the IPSP prior to generating the configuration message.

54. A system for provisioning a service in a cable system comprising:

a serviceability database containing records associated with a plurality of cable service provider identifiers wherein each record contains at least one digital cable programming service identifier associated with each cable service provider identifier, the serviceability database further containing host type data associated with the at least one digital cable programming service identifier, the serviceability database further containing serving location data associated with each cable service provider identifier, the serviceability database capable of receiving a first message containing a user's location data and a user's identification data, the serviceability

database selecting a cable service provider identifier based on comparing the user's location data with the serving location data, the serviceability database generating a second message containing the digital cable programming service identifier, the user's identification data, and the host type data.

55. The system of claim 54 wherein the host type data comprises a host manufacturer identifier and a host model identifier.

56. The system of claim 54 wherein the second message is generated to a cable service provider that is associated with the selected cable service provider identifier.

57. The system of claim 54 further comprising:

an enhanced services system operatively connected to the serviceability database, the enhanced services system operatively receiving a third message from the serviceability database, the third message containing the user's identification data, the digital cable programming service identifier, and the host type data.

58. The system of claim 54 further comprising:

a provisioning input system generating the first message, the first message further including host related data.

59. The system of claim 57 wherein the enhanced service system generates a fourth message comprising a host-specific configuration message sent to a host.

60. A provisioning system comprising:

a television capable of receiving signals for displaying cable service offering information on the television;

a set top box operatively connected to the television generating the signals conveying the cable service offering information; the set top box further capable of receiving service related input data from a remote controller;

a two-way cable network connected to the set top box, capable of conveying the service related input data and the cable service offering information; and

an enhanced services system connected to the two-way cable network capable of receiving the service related input data and generating the cable service offering information, the enhanced services system determining a host type associated with the set top box and generating the cable service offering information based in part on the host type and the service related input data.

61. The system of claim 60 wherein the service related input data is conveyed to the enhanced services system using a reverse path channel in the two-way cable network.

62. The system of claim 60 wherein a set top box identifier is conveyed to the enhanced services system and used by the enhanced services system to determine the host type.

63. The system of claim 60 wherein the enhanced services system is operatively connected to a billing system to receive from the billing system service related data associated with the set top box.

64. The system of claim 60 wherein the host type comprises an identifier associated with a host manufacturer and a host model identifier associated with the host manufacturer.

65. The system of claim 60 wherein the set top box comprises the host and a conditional access module.

66. A kiosk information system comprising  
a computer, having a keyboard for providing input including location data and host selection data, the computer including a monitor for displaying a service provider identifier, the monitor further displaying at least one cable service associated with the service provider identifier, the monitor further displaying feature data pertaining to a selected host type, the monitor further displaying a compatibility indication associated with the feature data and the service provider identifier;

an intranet operatively connected to the computer; and

a database server operatively connected to the intranet, the database server receiving the location data from the computer, selecting the service provider identifier based on the location data, and sending the service provider identifier to the computer, the database server further receiving the host type and retrieving the feature data pertaining to the host type, the database server further sending the feature data to the computer.

67. The system of claim 66 further comprising:

an inventory control system operatively connected to the intranet comprising a database containing a plurality of inventory records wherein at least one inventory record indicates the host type.

68. The system of claim 66 wherein the computer is capable of receiving input from a user indicating a selected service that is associated with the one cable service.

69. The system of claim 66 wherein the computer executes a point-of-sale application capable of performing a sales transaction for a host associated with the host type.

70. A provisioning system comprising:

a computer capable of receiving keyboard input including input comprising location data associated with a user desiring to receive digital programming services, input comprising user identification data, and input comprising a host type identifier, the computer further capable of retrieving service offering data associated with a digital programming provider and displaying the service offering data to the user, the computer further capable of retrieving feature data pertaining to at least one feature associated with the host type identifier and displaying the feature data to the user, the computer further capable of generating a provisioning message over an interface to the digital programming provider wherein the provisioning message contains the location data, and the service offering data;



an intranet connected to the interface, transmitting feature data to the computer, the intranet further transmitting service offering data to the computer, the intranet operatively capable of transmitting the provisioning message from the computer to the digital programming provider; and

an inventory management database operatively connected to the intranet capable of providing the feature data, the inventory management database further capable of storing inventory data associated with the host type.

71. The system of claim 70 further comprising:

an Internet operatively connected to the intranet; and

a serviceability database operatively connected to the Internet capable of receiving the user location data from the computer and selecting a digital programming provider identifier based on the location data, the serviceability database further capable of transmitting the digital programming provider identifier to the computer.

72. The system of claim 70 further comprising:

a serviceability database operatively connected to the intranet capable of receiving the location data from the computer and selecting a digital programming provider identifier based on the location data, the serviceability database further capable of transmitting the service offering data associated with the digital programming provider identifier.

73. A provisioning system comprising:

a processor capable of receiving a request including

a) location data, the processor retrieving a service provider identifier based on the location data, the processor further retrieving service related data associated with the service provider identifier, and

b) host identification data, the processor retrieving host feature data associated with a host type wherein the host type comprises a host manufacturer identifier and a host model identifier associated with the host manufacturer, the host identification data associated with a host type;

an interface capable of communicating a provisioning message comprising the service related data and host feature data; and

a memory storage including

a) a plurality of service provider identifier records comprising the service related data, and

b) a plurality of host type records comprising the host feature data.

74. The provisioning system of claim 73 further comprising:

a provisioning input system capable of generating the request.

75. The provisioning system of claim 73 further comprising

a cable system provider capable of receiving the provisioning message and communicating a host-specific configuration message to a host, the host-specific configuration message determined in part by the host type and the service related data.

76. A serviceability database for provisioning a cable service comprising:

a server receiving a first message including location data being processed using a geographical information database to select one of a plurality of cable system provider identifiers, the selected cable system provider identifier associated with a service list including at least one enhanced cable service, the one enhanced cable service associated with a host type, the server capable of generating a second message comprising the selected cable system provider identifier, the at least one enhanced cable service, and the host type;

a memory storing the geographical information database, the plurality of cable system provider identifiers, the service list, and the host type; and

an interface to a communications network for providing the second message.

77. The system of claim 76 further comprising:

a billing system operatively connected to a cable system provider, the billing system operatively connected to the communications network and capable of receiving the second message.

78. The system of claim 76 further comprising:

an enhanced services system operatively connected to a cable system provider, the enhanced services system operatively connected to the communications network and capable of receiving the second message.

79. The system of claim 78 wherein the second message includes a host identifier.

80. The system of claim 76 further comprising:

a provisioning input system operatively connected to the communication network and capable of generating the first message.

81. The system of claim 76 wherein the host type comprises an identifier associated with both a host manufacturer and a host model of the host manufacturer.

82. A method of provisioning a cable service, comprising:

receiving a call from a cable subscriber at an interactive voice response (IVR) system;  
receiving caller identification data at the IVR system identifying a cable subscriber;  
receiving service related data at the IVR from the caller;  
conveying the caller identification data and the service related data from the IVR to a cable network;

generating a second provisioning message sent to an enhanced services system wherein the second provisioning message includes a host identifier and a billing code;

determining in the enhanced services system a host type associated with the host identifier;

selecting a host file in the enhanced service system based on the host type and the service related data;

generating a host-specific configuration message based on a host protocol file wherein the host protocol file is associated with the host type; and

sending the host-specific configuration message to a host associated with the cable subscriber.

83. The method of claim 82 wherein the step of conveying the caller identification data and the service related data from the IVR to a cable network comprises conveying the caller identification data and the service related data from the IVR to a billing system operatively connected to a cable network, the billing system capable of generating the second provisioning message.

84. The method of claim 82 wherein the step of sending the host-specific configuration message to a host associated with the cable subscriber comprises sending the host-specific configuration message to a host associated with the cable subscriber using either a DOCSIS based channel or an out-of-band channel on a cable system.

85. The method of claim 82 wherein the step of determining in the enhanced services system a host type associated with the host identifier comprises determining in the enhanced services system a host type associated with the host identifier by accessing a table stored in a memory associating a host type with the host identifier.

86. The method of claim 82 wherein the host-specific configuration message is associated with both a host type and the service related data.

87. A method of provisioning a cable service, comprising:  
receiving a call from a cable subscriber at an IVR system;  
receiving caller identification data at the IVR system identifying the cable subscriber;  
receiving service related data at the IVR from the caller;

generating a first provisioning message with a first format from the IVR, the first provisioning message containing the caller identification data and the service related data;

receiving the first provisioning message at an enhanced services system;

determining in the enhanced services system a host type associated with the cable subscriber;

selecting a host file in the enhanced services system based on the host type and the service related data;

generating a host-specific configuration message based on a host protocol file wherein the host protocol file is associated with the host type; and

sending the host-specific configuration message to the host associated with the cable subscriber.

88. The method of claim 87 wherein the host type is identified by an identifier associated with both a host manufacturer and a host model of the host manufacturer.

89. The method of claim 87 wherein the caller identification data are one from the group of speech signals provided by the caller, DTMF signals provided by the caller, and automatic number identification signals provided by a telephone service provider.

90. The method of claim 87 wherein the service related data pertains to adding a cable programming service selected from the group of basic cable service, premium movie service, and video-on-demand service.

91. The method of claim 87 wherein the step of sending the host-specific configuration message to the host associated with the cable subscriber comprises sending the host-specific configuration message to the host associated with the cable subscriber using an out-of-band channel on a cable network.

92. The method of claim 87 wherein the step of sending the host-specific configuration message to the host associated with the cable subscriber comprises sending the host-specific configuration message to the host associated with the cable subscriber using a DOCSIS based channel.

93. The method of claim 87 further comprising the steps of:  
receiving the first provisioning message in the first format at a provisioning server gateway; and  
generating the first provisioning message in a second format at the provisioning server gateway.

94. The method of claim 87 further comprising:  
determining a host address associated with the caller identification data; and  
determining whether the selected service data is compatible with the host associated with the cable subscriber.

95. The method of claim 87 wherein the caller dials a number associated with provisioning a service on a defined cable system.

96. The method of claim 87 further comprising:
- determining one of several cable system providers based on the caller identification signals provided by the caller.
97. A method of provisioning comprising:
- receiving a call at a call center from a cable subscriber requesting provisioning of a service;
  - receiving subscriber identification data and service identification data at the call center;
  - generating a first provisioning message to an enhanced services system wherein the first provisioning message includes a billing code associated with the service identification data and a host address associated with the subscriber identification data;
  - determining a host type associated with the host address;
  - retrieving in the enhanced services system a host-specific configuration message, the host-specific configuration message associated with the host type and further associated with the billing code; and
  - communicating the host-specific configuration message from the enhanced services system to a host, the host identified by the host address.
98. The method of claim 97 wherein the step of determining a host type associated with the host address comprises using the host address to access a table stored in memory associating the host type with the host address.



99. The method of claim 97 wherein the step of determining a host type associated with the host address comprises identifying a host type parameter in the first provisioning message.

100. The method of claim 97 wherein the host-specific configuration message is statically determined.

101. The method of claim 97 wherein the host-specific configuration message is dynamically determined.

102. The method of claim 97 further comprising:  
receiving host identification data, the host identification data included in the first provisioning message.

103. The method of claim 97 wherein the host type comprises an identifier associated with a host manufacturer and a model identifier associated with the host manufacturer.

104. The method of claim 97 further comprising the step of:  
generating a first message from the enhanced services system to a billing system operatively connected to the enhanced services system, the first message including a billing code.

105. The method of claim 104 further comprising the step of:  
updating a service profile in the billing system associated with the subscriber.

106. The method of claim 97 wherein the first provisioning message is generated by a billing system operatively connected to the enhanced services system.

107. A method of provisioning a cable service, comprising:

- receiving cable subscriber identification data as input data from a computer at a web site;
- receiving service related data from the computer at the web site;
- generating a first provisioning message with a first format at a second computer hosting the web site, the first provisioning message containing the cable subscriber identification data and the service related data;
- receiving the first provisioning message at an enhanced services system;
- determining in the enhanced services system a host type associated with the cable subscriber identification data;
- selecting a host file in the enhanced services system based on the host type and the service related data;
- generating a host-specific configuration message based on a host protocol file wherein the host protocol file is associated with the host type; and
- sending the host-specific configuration message to a host associated with the cable subscriber.

108. A method for provisioning comprising:

- receiving at a web site cable subscriber identification data, host identification data, and cable service data from a cable subscriber;

determining an enhanced services system based on the cable subscriber identification data;

generating a provisioning message to the enhanced services system including the cable subscriber identification data, the cable service data, and the host identification data;

selecting one from a plurality of host-specific files stored in the enhanced services system, the host-specific file associated with both the cable service data and a host type wherein the host type is determined from the host identification data;

generating a configuration message from the host-specific file; and

communicating the configuration message from the enhanced services system to a host associated with the cable subscriber identifier.

109. The method of claim 108 wherein the web site is hosted by an Internet Provisioning Service Gateway (IPSG) that selects the enhanced services system from a plurality of enhanced services systems based on the cable subscriber identification data.

110. The method of claim 108 where the provisioning message includes a conditional access identifier data.

111. The method of claim 108 wherein the cable service data pertains to a digital video program offered on a cable network.

112. The method of claim 109 wherein the cable service data pertains to high speed Internet access.

113. A method for provisioning comprising:

receiving service related data at a computer;  
receiving host type data at the computer, the host type data indicating a host manufacturer and a host model associated with the host manufacturer;  
receiving subscriber identification data and subscriber location data at the computer;  
transmitting the service related data, the subscriber location data, the subscriber identification data, and host type data to an Internet Service Provisioning Gateway (ISPG);  
selecting one of a plurality of destination systems based on the location data;  
authenticating the ISPG to a destination system; and  
transmitting a provisioning message from the ISPG to the destination system, the provisioning message including the host type data, service related data, and subscriber identification data.

114. A method for provisioning a cable service comprising:

receiving at an Internet Service Provisioning Gateway (ISPG) cable subscriber identification data and cable subscriber location data, the cable subscriber location data identifying a residential location;  
generating a message to a serviceability database including the cable subscriber location data;

receiving at the ISPG from the serviceability database at least one service provider identifier and a service offering identifier associated with the at least one service provider identifier;

receiving at the ISPG from a provisioning input system a service selection to be provisioned using the service provider identifier, the service selection corresponding the service offering identifier; and

generating at least one provisioning message to a service provider associated with the service provider identifier, wherein the at least one provisioning message includes the cable subscriber identification data and service offering identifier.

115. The method of provisioning in claim 114 wherein the one provisioning message is received at an ESS associated with the service provider

116. The method of provisioning in claim 114 wherein the one provisioning message is received at a billing system associated with the service provider.

117. A method of provisioning comprising:

receiving a first provisioning message from a remote controller at a set top box;  
displaying service related provisioning information on a television using video signals generated from the set top box;  
receiving a second provisioning message from the remote controller requesting provisioning of a selected service;

conveying a third provisioning message from the set top box to an enhanced services system;

determining in the enhanced services system a host type associated with the set top box, the host type comprising a host manufacturer and a model associated with the host manufacturer;

selecting a configuration message from a host-specific file stored in the enhanced services system based on the host type and the selected service to be provisioned;

conveying the configuration message from the enhanced services system to the set top box; and

conveying a fourth provisioning message from the enhanced services system to a billing system updating billing records associated with the set top box.

118. The method of claim 117 where the configuration message is determined using the selected service and a host protocol file associated with the host type.

119. The method of claim 117 wherein conveying the configuration message uses a host address determined from data in the third provisioning message.

120. The method of claim 117 wherein the selected service is associated with a billing code.

121. A method of provisioning comprising:

receiving at a provisioning input system a host type and a location data associated with a user;

determining a cable network provider for the user based on the location data and the host type;

determining a service offering associated with the cable network provider wherein the service offering is further associated with the host type;

generating a first message with a first format from the provisioning input system including a cable network provider identifier, a service offering identifier, and a user identifier;

receiving the first message from the provisioning input system at an Internet Service Provisioning Gateway (IPSG);

generating a second message from the IPSG to an enhanced services system, the second message having a second format, the second message containing the cable network provider identifier, the service offering identifier, and the user identifier;

selecting at the enhanced services system a host protocol file based on the service offering and the host type; and

sending a configuration message derived from the host protocol file to a host associated with the user.

122. The method of claim 121 where the host type is determined in part using the user identifier.

123. The method of claim 121 where the host type is determined by a parameter contained in the second message.

124. The method of claim 121 where the IPSTG determines the enhanced services system based on the cable network provider.

125. A method for provisioning comprising

receiving at a computer a first request from a user for first feature data associated with a first host type, wherein the host type is associated with both a host manufacturer and a model associated with the host manufacturer;

retrieving the first feature data from a serviceability database;

displaying the first feature data on a monitor connected to the computer;

receiving a second user request for second feature data associated with a second host type;

retrieving the second feature data from the serviceability database;

displaying the second feature data on the monitor with the first feature data;

receiving location data from the user, the location data associated with a residential location;

retrieving at least one cable system provider capable of serving an area including the residential location;

retrieving at least one cable service identifier associated with a cable system provider;

displaying the at least one cable service identifier on the monitor; and

providing a compatibility indication between the first feature data and the at least one cable service identifier.



126. The method of claim 125 wherein the list of at least one cable service includes a cable service compatible with the host type.

127. The method of claim 125 further comprising:

providing the user on a display a selection of at least one host offered for sale by a retailer; and

receiving at the computer from the user a selection of the at least one host.

128. The method of claim 127 further comprising the step:

receiving at the computer a request to purchase the host.

129. The method of claim 125 further comprising the step:

receiving at the computer a request to purchase the at least one cable service associated with the cable system provider.

130. A method for provisioning comprising:

receiving at a server from a communication network a request for serviceability information, the request containing location data and a host type associated with a user;

selecting one from a plurality of cable service providers based on the location data;

retrieving a plurality of service offering data associated with the selected one cable service provider;

filtering the plurality of service offering data using the host type to produce a list of compatible service offering data associated with the selected one cable service provider; and

generating a response at the server to the communication network including both the list of compatible service offering data and the selected cable service provider.